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|  | |  | 07788320592 | leonmyhero@hotmail.com | 5 Bleakridge Avenue, ST5 8SL |
| mingtao zhang | |  | summary | | |
| Data-driven professional with experience in database design, automation, and data analysis at bet365. Adept at building scalable solutions (MS Access databases, Excel dashboards) to optimize workflows and reporting. Proven expertise in relational database design, query automation, and data-driven decision-making. | | |
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| key skills |  | | WORK EXPERIENCE | | |
| * Database Development: MS Access (Rational Design, VBA Automation) SQL Query Logic * Data Analysis Excel (Pivot Table, VBA) * Data Visualization (Excel Dashboard) * Workflow Optimization, Report Generation * Tools and Language: MS Access, Excel, VBA, SQL, HTML/CSS, Python, JavaScript |  | | Customer Service Deputy Manager bet365 | Stoke-on-Trent  01/2022 - Present   * Support the Senior Department Manager in achieving service excellence and operational goals. * Developed an Agent Performance Tracker database and a team development hub to identify key areas for employee growth through data-driven insights. * Led departmental resource and planning team, developing forecasting models using Excel to optimize staff allocation and ensure adequate shift coverage. * Developed and implemented custom automation tools in Excel VBA and MS Access, improving efficiency on certain tasks by 50%. * Designed a Payment System Performance Monitoring Dashboard, creating the layout, alerts and defining KPIs used to measure system performance. * Composed and structured the Asian Knowledgebase in SharePoint, improving team access to procedures and increasing efficiency. * Utilize Excel-based analytics to identify and resolve payment product issues faster. * Manage a team of 25 members, coaching and mentoring them to maximize performance. * Built Excel-based dashboards to visualize and analyze customer complaints & website issues, leading to a faster resolution rate by 30%.  Asian Customer Account Supervisorbet365 | Stoke-on-Trent 01/2017 – 01/2022  ​Supervised a team of 12 agents, ensuring high service quality and compliance.  Managed real-time escalations, resolving 98% of disputes successfully.  Optimized chatbot workflows, improving automated response efficiency. Asian Customer Account Team Leaderbet365 | Stoke-on-Trent 01/2014 – 01/2017  ​Led and coached 5 advisors, improving performance through effective PDP-setting.  Monitored team performance, implementing coaching and training initiatives that enhanced service quality.  Liaised across internal departments to drive continuous service improvements. Fraud Analysis Specialistbet365 | Stoke-on-Trent 05/2012 – 01/2014  ​Collaborated with the investigation team manager to build an MS Access based Investigation Database to centralize fraud investigation data, enhancing data integrity, accuracy, and real-time analysis. Customer Service Advisorbet365 | Stoke-on-Trent 03/2010 – 05/2012  ​Provided multichannel customer support via live chat, email, and phone, ensuring prompt query resolution and a high standard of service.  Played a key role in training and mentoring new staff, developing their understanding of company procedures and customer handling. | | |
| education |  | |
| * Master of Business Administration (MBA) - Finance   University of Southern Queensland / 2002-2004   * Bachelor Degree in Medical Electronics   University of Shanghai for Science and Technology / 1996-2000 |  | |
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